



**Innovative design and operation of new or upgraded
efficient urban transport interchanges [Theme: SST.2012.3.1-2.]**

City-HUB Project



**City-HUB Fact Sheet N° 9:
The City-HUB Model: An overview**

The City-HUB model was developed to provide methodological guidelines based on the results of City-HUB project related to the integration of design and management of an interchange addressing at the same time travellers' desires. That is to propose the roadmap for the City-HUB Model that aims at providing guidelines that support stakeholders to develop successful interchanges. The model considers important issues related to transport demand and users, operation costs and urban land use and transport systems integration.

The final objective is to propose innovative tools and define guidelines to improve urban interchanges. Finally, it defines the implementation process in different situations and scenarios across Europe using selected case studies based on new and improved urban interchanges. To that end, the City-HUB project based its research activities on the deep knowledge of the state of the practice and the consultation process with stakeholders and users' experiences and expectations developed the City-HUB model.

Within the City-HUB project a consultation process was design to understand key factors for efficient interchanges from the point of view of stakeholders and users. After a sound literature review, this process was based on operation and performance data collection from surveys. The figure below shows the process based on the analysis of 27 selected interchanges and stations. The lessons learnt from these case studies served as input to the remaining work in the project.

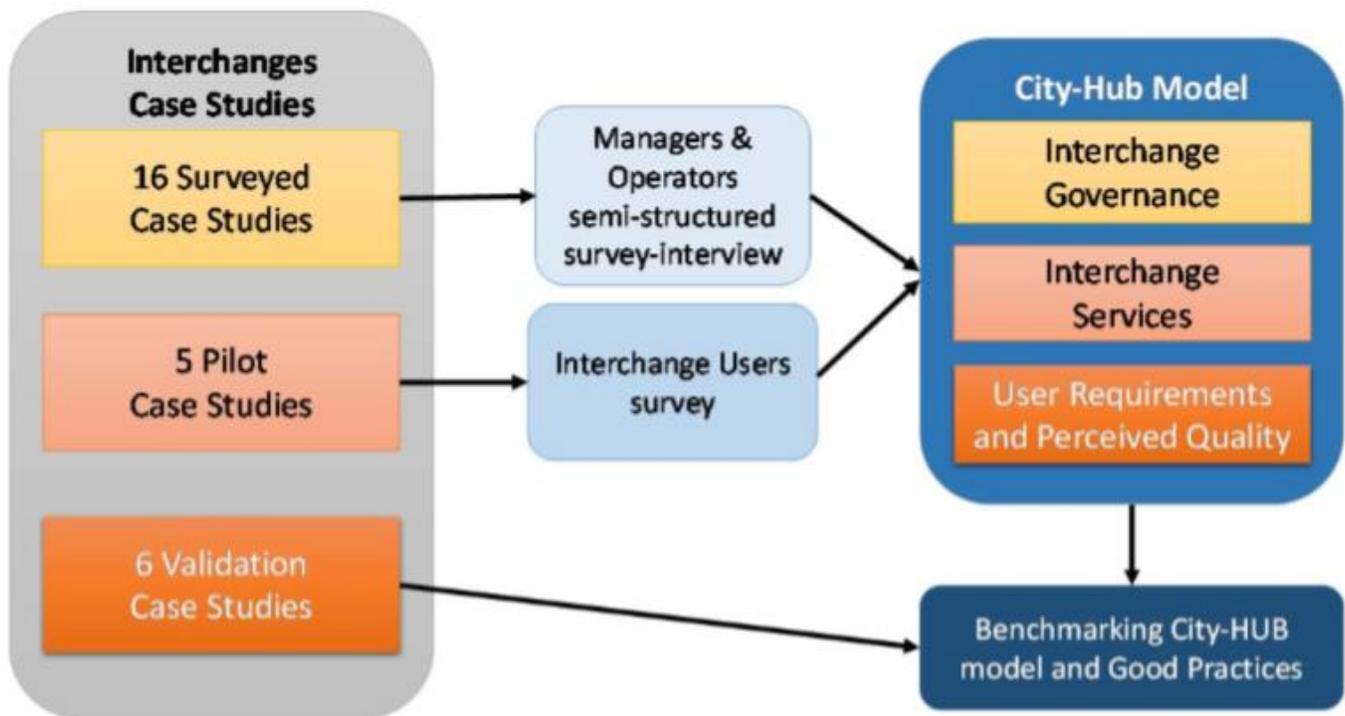


Figure 1: Road map to the City-HUB model

The semi-structured interviews to operators and managers in 16 surveyed case studies settled the basis for developing the analysis and proposals for the Governance and Services of Interchanges. Then the 2,000 attitudinal surveys in the 5 Pilot Case studies served to identify the key factors for travellers at interchanges. This includes also their perceived quality of existing services and the need for improvement. In summary, this process allowed us to define the City-HUB model that considers all the aspects for interchange deployment and management and also its integration in the local business and urban fabric. This model corresponds to the multiple faceted vision of stakeholders and users.

The City-HUB model framework is represented in Figure 2.

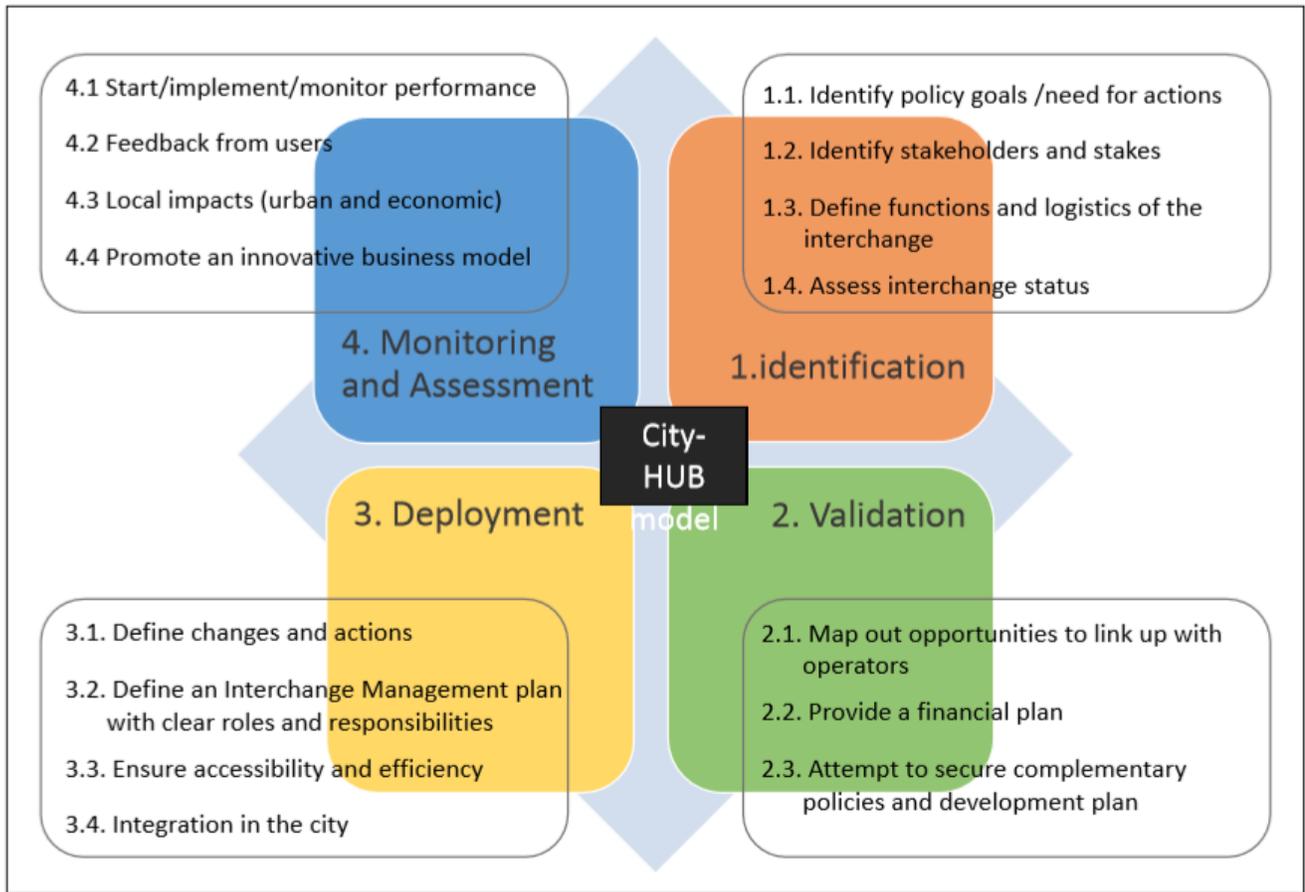


Figure 2: The City-HUB model